



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
Case No. 12714US01

PATENT

In the Application of: )

Mark W. McElroy et al. )

Serial No.: 09/672,483 )

Filed: September 28, 2000 )

For: ORGANIZATIONAL INNOVATION )  
ENHANCEMENT TECHNIQUE )

Examiner: Eric T. Shaffer )

Group Art Unit: 3623 )

Confirmation No.: 2620 )

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to the Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450, on April 2, 2004.

By: Ronald E. Larson  
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APR 12 2004

**GROUP 3600**

**AMENDMENT A**

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed January 5, 2004, kindly amend the above-identified application as follows: